## DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 07/25/2012 FORM APPROVED OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES X1) PROVIDER/SUPPLIER/CLIA		(X2) MULTIPLE CONSTRUCTION			(X3) DATE	SURVEY	
AND PLAN OF CORRECTION IDENTIFICATION NUMBER:		00			COMPLETED		
		15G040	A. BUILDING B. WING			06/26/2012	
					ADDRESS, CITY, STATE, ZIP CODE		
NAME OF P	PROVIDER OR SUPPLIER				53RD AVE		
ARC OF	NORTHWEST INDI	ANA INC. THE					
			GARY, IN 46410				
(X4) ID		TATEMENT OF DEFICIENCIES		ID	PROVIDER'S PLAN OF CORRECTION		(X5) COMPLETION
PREFIX	`	CY MUST BE PERCEDED BY FULL		PREFIX	(EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA	TO THE APPROPRIATE	
TAG	REGULATORY OR	LSC IDENTIFYING INFORMATION)		TAG	DEFICIENCY)		DATE
W0000							
			11/0	000			
			W0	J00			
		e investigation of complaint					
	#IN00109713.						
	This visit was in co	ijunction with a post					
		to the investigation of					
		6372 completed on April 24,					
	2012.	1 1					
		00109713: Substantiated.					
		ficiencies related to the					
	allegation(s) are cite	ed at W133 and W331.					
	Dates of Survey: Ju	ne 25 and 26, 2012.					
	Facility number: 00						
	Provider number: 1						
	AIM number: 1002	33420					
	Curveyor: Cuces D	eichert, Medical Surveyor					
	III-Team Leader	eichert, Medicai Surveyor					
	111-1 Calli Leauci						
	The following feder	al deficiencies also reflect					
	~	ordance with 460 IAC 9.					
	-						
		pleted on June 28, 2012 by					
	Dotty Walton, Medi	cal Surveyor III.					

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

000597

(X6) DATE

Any defiency statement ending with an asterisk (\*) denotes a deficency which the institution may be excused from correcting providing it is determined that other safegaurds provide sufficient protection to the patients. (see instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

	TOF DEFICIENCIES X1) PROVIDER/SUPPLIER/CLIA OF CORRECTION IDENTIFICATION NUMBER:  15G040	(X2) MULTIPLE CONSTRUCTION (X3) DATE SURVI  A. BUILDING 00 COMPLETED  B. WING 06/26/2012				
NAME OF PROVIDER OR SUPPLIER  ARC OF NORTHWEST INDIANA INC, THE		STREET ADDRESS, CITY, STATE, ZIP CODE  300 W 53RD AVE  GARY, IN 46410				
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PERCEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)	(X5) COMPLETION DATE		
W0133	483.420(a)(9) PROTECTION OF CLIENTS RIGHTS The facility must ensure the rights of all clients. Therefore, the facility must ensure clients have the opportunity to communicate, associate and meet privately with individuals of their choice.  Based upon observation, record review and interview, the facility failed to ensure 1 of 3 sampled clients (client A), was afforded privacy to make phone calls.  Findings include:  Observations were completed in the group home on 6/25/12 from 4:45 PM until 6:45 PM. There was an office area with a fax machine/telephone.  The Director of Behavioral Health (DBH) was interviewed on 6/25/12 at 5:31 PM. He indicated there was one phone attached to the fax machine located in the office area available to the clients and staff.  Daily logs kept in the group home were reviewed on 6/25/12 at 5:45 PM. A log dated 4/25/12 indicated client A had talked to her sister for 25 minutes and client A had told her sister she needed to get off the phone to take a shower. The sister continued to talk to client A and client A finally told her sister, "I'm going	W0133	Service Coordinator will train group home staff to not put the phone on speaker when client are using it to assure their prividuring conversations.  To ensure future compliance, Service Coordinator will monit bi-weekly for three months.	rs vacy		

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STATEMENT OF DEFICIENCIES X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION IDENTIFICATION NUMBER:		(X2) MULTIPLE CO		(X3) DATE SURVEY	
AND PLAN	OF CURRECTION	IDENTIFICATION NUMBER: 15G040	A. BUILDING	00	COMPLETED 06/26/2012
		100010	B. WING	ADDRESS, CITY, STATE, ZIP CODE	00/20/2012
NAME OF I	PROVIDER OR SUPPLIER	1		53RD AVE	
	NORTHWEST IND		GARY,	IN 46410	
(X4) ID		TATEMENT OF DEFICIENCIES	ID	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE	(X5)
PREFIX TAG	(EACH DEFICIENCY MUST BE PERCEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)		PREFIX TAG	CROSS-REFERENCED TO THE APPROPRI	ATE COMPLETION DATE
	to take a shower	now" Logs dated			
		6/8/12, 6/9/12, 6/12/12			
	and 6/14/12 indi	cated client A had talked			
	to her sister. On	6/12/12 the log indicated			
	client A's sister e	expressed concern about			
	client A's finger	and stated staff needed to			
	put a band-aid or	n it "NOW."			
	Client A was into	erviewed on 6/25/12 at			
	5:25 PM. She in	dicated her stepmother			
	did not want her to talk to her sister and				
	staff did not assis	st her to call her sister.			
	During confiden	tial interview (CI), the			
	_	client A's group home			
	•	d) placed the phone on			
	•	uring conversations.			
	During interview	on 6/26/12 at 2:55 PM,			
	client A indicate	d staff put the phone on			
	Speakerphone ar	nd stated, "They turn it on			
	so they can hear	our conversation." She			
	indicated it was	not okay with her to use			
	the Speakerphon	e when talking to her			
	sister.				
	The DBH was in	aterviewed on 6/26/12 at			
	3:45 PM. He inc	dicated staff had indicated			
	they were unawa	are of how to use the			
	Speakerphone function on the phone, but client A should be able to make calls				
		would ensure there was			
	_	e for client use that			
	afforded privacy	during phone calls.			

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PRINTED: 07/25/2012 FORM APPROVED OMB NO. 0938-0391

		IDENTIFICATION NUMBER:  15G040	A. BUILDING B. WING	00	COMPLETED 06/26/2012			
NAME OF PROVIDER OR SUPPLIER  ARC OF NORTHWEST INDIANA INC, THE			STREET ADDRESS, CITY, STATE, ZIP CODE  300 W 53RD AVE  GARY, IN 46410					
(X4) ID PREFIX TAG	(EACH DEFICIENC	TATEMENT OF DEFICIENCIES CY MUST BE PERCEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)	(X5) COMPLETION DATE			
	This federal tag r #IN00109713. 9-3-2(a)	relates to complaint						

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STATEMENT OF DEFICIENCIES X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION IDENTIFICATION NUMBER:  15G040		(X2) MULTIPLE CONSTRUCTION  A. BUILDING  B. WING		(X3) DATE SURVEY  COMPLETED  06/26/2012				
NAME OF PROVIDER OR SUPPLIER  ARC OF NORTHWEST INDIANA INC, THE			STREET ADDRESS, CITY, STATE, ZIP CODE  300 W 53RD AVE  GARY, IN 46410					
(X4) ID PREFIX TAG	(EACH DEFICIEN REGULATORY OR	TATEMENT OF DEFICIENCIES CY MUST BE PERCEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRE (EACH CORRECTIVE ACTION SHO) CROSS-REFERENCED TO THE APP DEFICIENCY)	ULD BE	(X5) COMPLETION DATE		
W0331	services in accord Based upon interrecord review, for (client A), the far nursing services wound on her fir and implement a movements, and action plan to ad Findings include Observations we home on 6/25/12 PM. Client A har finger on her right The Director of I was interviewed He indicated cliewas being treated Daily logs kept it reviewed on 6/25 dated 6/12/12 incealled at 6:00 PM finger is bleeding client A's sister is Band-Aid on it "	provide clients with nursing rdance with their needs. Eview, observation and or 1 of 3 sampled clients acility failed to provide to timely address a ager, failed to develop system to monitor bowel failed to develop an dress constipation.  The completed in the group of from 4:45 PM until 6:45 and a swollen and red 4th the hand.  Behavioral Health (DBH) on 6/25/12 at 5:31 PM. The sent A had a hang nail that the distribution of the group home were for the group	W0331	Community Services Nu trained on June 1st, 201 mandatory necessity to passess a client. If reporte the client is having non I threatening symptoms, condition or complaints to continuing for more than hours. If it's impossible for Nurse to assess the client taken to the doctor or how further medical evaluation. To ensure future compliant Director of Health Service implemented a log book Nurse will take home with every evening, and recorregarding these types of situations. The book will reviewed by the Director Services (RN) daily to mappropriate response. A calls that the nurse receive discussed at our daily meting, to assure that apand prompt response was rendered.	2 on the physically ed that ife change of that are 24 for the in a t must be ospital for on.  ance, the ces has that the the them rd all calls to of Health conitor for ll phone ives will y morning oppropriate	07/19/2012		

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STATEMENT OF DEFICIENCIES X1) PROVIDER/SUPPLIER/CLIA AND PLAN OF CORRECTION IDENTIFICATION NUMBER:  15G040		(X2) MULTIPLE CO A. BUILDING B. WING	ONSTRUCTION  00	(X3) DATE SURVEY COMPLETED 06/26/2012	
	PROVIDER OR SUPPLIED		STREET A	ADDRESS, CITY, STATE, ZIP CODE 53RD AVE IN 46410	
(X4) ID PREFIX TAG	(EACH DEFICIEN	TATEMENT OF DEFICIENCIES ICY MUST BE PERCEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIA DEFICIENCY)	(X5) COMPLETION DATE
		asked about her reddened ated she had hit it against			
	6/25/12 at 6:15 I indicated beginn received treatmed 0.05 % Ointment bedtime to finge band-aid. There was no even movement track for client A.  Client A's record 6/26/12 beginning cumulative med client A was see 6/6/12 and present treatment at night distal finger; "pt bigger, hurts who Medication Chain indicated Clobet Ointment-apply finger growth and The form indicated up from main To order on the MA questions." A En 9/23/09 indicated	ecord) was reviewed on PM. Client A's MAR sing on 6/13/12 she ent of Clobetasol (steroid) t-apply every night at r growth and cover with a ridence of a bowel ing system in the MAR.  Is were reviewed on a strict of a derivative of the Clobetasol o			

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STATEMEN	STATEMENT OF DEFICIENCIES X1) PROVIDER/SUPPLIER/CLIA		(X2) MULTIPLE CONSTRUCTION			(X3) DATE SURVEY	
AND PLAN OF CORRECTION IDENTIFICATION NUMBER:		IDENTIFICATION NUMBER:	A BUI	LDING	00	COMPL	ETED
		15G040	B. WIN			06/26/	2012
(F. 0.F. n				STREET A	ADDRESS, CITY, STATE, ZIP CODE	<b>.</b>	
NAME OF PROVIDER OR SUPPLIER				300 W 5	53RD AVE		
ARC OF NORTHWEST INDIANA INC, THE				GARY,	IN 46410		
(X4) ID	SUMMARY STATEMENT OF DEFICIENCIES			ID	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)		(X5)
PREFIX	(EACH DEFICIENCY MUST BE PERCEDED BY FULL			PREFIX			COMPLETION
TAG	REGULATORY OR LSC IDENTIFYING INFORMATION)			TAG			DATE
	related to medication for arthritis. The						
	1 ^	constipation is noted					
		s ordered, notify the					
		s no evidence of a					
	1	to monitor client A's					
		ts in the record; and no					
	evidence of wha	t action the nurse was to					
	take if client A v	vas constipated after 3					
	days.						
	The Director of 1	Nursing was interviewed					
	on 6/26/12 at 11	:45 AM and indicated					
	there was no evidence in client A's risk						
	plan to indicate v	what action the nurse					
	would take if cli						
	constipated.						
	constiputed.						
	The group home	nurse was interviewed					
		20 PM. She indicated					
		at the skin and had					
	_	at a team meeting on					
		licated there was not a					
	1	in place to monitor client					
	A's bowel mover	ments.					
	The area of 10 a						
		nurse was interviewed					
	again on 6/26/12 at 2:30 PM. She indicated client A's Clobetasol ointment had come in on 6/8/12 and stated, "Why they didn't start it until the 13th, I don't know," and "It should have started a lot						
	sooner than that.	"					
	This fall and	nalakan ka manunila kat					
	i nis iederai tag i	relates to complaint					

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## DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES

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	of correction (X1) PROVIDER/SUPPLIER/CLIA (IDENTIFICATION NUMBER: 15G040	(X2) MULTIPLE CO  A. BUILDING  B. WING	00	COM	TE SURVEY MPLETED 26/2012		
	NAME OF PROVIDER OR SUPPLIER  ARC OF NORTHWEST INDIANA INC, THE		STREET ADDRESS, CITY, STATE, ZIP CODE  300 W 53RD AVE  GARY, IN 46410				
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES  (EACH DEFICIENCY MUST BE PERCEDED BY FULL  REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CO (EACH CORRECTIVE ACTION S CROSS-REFERENCED TO THE DEFICIENCY)	SHOULD BE	(X5) COMPLETION DATE		
	#IN00109713.						
	9-3-6(a)						

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